DEPARTMENT OF THE NAVY
DIRECTOR, SPACE AND NAVAL WARFARE
INFORMATION TECHNOLOGY CENTER
2251 LAKESHORE DRIVE
NEW ORLEANS, LA 70145-0001

SPAWARINFOTECHCENINST 5220.12
ITC112
27 Mar 2003

SPAWARINFOTECHCEN INSTRUCTION 5220.12

Subj: MAINTAIN SYSTEMS (MS) PROCESS POLICY

Ref: (a) SPAWARINFOTECHCENINST 5220.1

1. <u>Purpose</u>. To direct the use and institutionalization of the MS process per reference (a).

2. <u>Policy</u>. All Space and Naval Warfare Systems Command Information Technology Center (SPAWARINFOTECHCEN) personnel involved in maintaining systems shall follow the MS process as described and documented in the SPAWARINFOTECHCEN Process Library.

3. <u>Cancellation</u>. NAVRESINFOSYSOFFINST 5224.1A

4. <u>Background</u>. The purpose of the MS process is to efficiently and effectively enhance, modify, and support assigned systems per customer requirements and priorities. The MS process, like all other SPAWARINFOTECHCEN processes, has a Process Owner who exerts authority over all aspects of the process, including approval of any changes to the process within the established boundaries. The Process Owner selected the membership of and convened a Process Working Group (PWG) to define, develop, and deploy the MS process. The MS PWG will remain in existence during the life of the process and will be reconvened as needed by the Process Owner to evaluate proposed major changes. The MS Process Owner as well as all elements of the MS process, including desktop procedures for process implementation and execution, are identified in the material housed in the SPAWARINFOTECHCEN Process Library.

5. <u>Action</u>

    a. All SPAWARINFOTECHCEN personnel will:

        (1) Use the MS process as defined in its entirety if involved in maintaining systems in any capacity for new programs and existing programs, projects, and ongoing operations at the SPAWARINFOTECHCEN.

        (2) Review, understand, comply with, and utilize the process development components, including:

            (a) Supplier-Input-Process-Output-Customer (SIPOC) overview diagrams.

            (b) Specific MS desktop procedures.

            (c) Role definitions.

            (d) Swim lane diagrams.

            (e) Templates and guidelines for preparing all MS artifacts.

(3) Understand their role in supporting and/or executing the MS process.

(4) Address any questions on the MS process to the Process Management team.

(5) Vigorously support continuous process improvement by observing, in the day-to-day course of implementing and executing the MS process as defined, any elements that could potentially improve process efficiency and/or effectiveness, and recommending changes based on these observations to the MS Process Owner. Per reference (a), personnel will submit recommended changes using the Request for Process Change (RPC) form SPAWARINFOTECHCEN 5220/1 (9-02) and procedures housed in the SPAWARINFOTECHCEN Process Library.

b. The MS Process Owner will:

(1) Exercise authority over all aspects of the MS process.

(2) Manage the continuous improvement of the MS process.

(3) Resolve issues related to process misuse or non-use by SPAWARINFOTECHCEN personnel.

(4) Ensure PWG membership is available to provide support during the life of the MS process.

(5) Convene the PWG as required to discuss MS process issues.

(6) Work with the PWG membership to evaluate changes to the MS process as proposed via the RPC.

(7) Serve as the final decision authority on MS process changes that fall within the boundaries of the process established by the Executive Steering Committee (ESC).

(8) Ensure all SPAWARINFOTECHCEN personnel are notified of any MS process changes.

(9) Ensure appropriate involvement and adherence to the MS process by all constituents.

(10) Support efforts to communicate and explain the MS process throughout the organization.

(11) Support the collection, evaluation, and reporting of measurement data on the MS process.

c. The MS PWG members will:

(1) Provide continuing support for the MS process during the process life cycle.

(2) Attend meetings convened by the Process Owner.

(3) Evaluate recommended changes based on their likelihood of increasing efficiency and effectiveness within the context of external benefit to the customer.

(4) Use the agreed-upon tools and techniques to further define, develop, and document the MS process and/or changes to the process as required.

(5) Support the MS Process Owner as required.

d. The Process Management team will:

(1) Provide technical and administrative support to manage all RPCs SPAWARINFOTECHCEN 5220/1 (9-02) using the Manage Processes process.

(2) Maintain the MS process as follows:

(a) Continually review the MS documentation and artifacts in the SPAWARINFOTECHCEN Process Library to ensure completeness, consistency, and accuracy.

(b) Make changes to the MS documentation and artifacts as required to achieve completeness, consistency, and accuracy.

(c) Forward MS RPCs SPAWARINFOTECHCEN 5220/1 (9-02) to the Process Owner for issues that fall within the established process boundaries, or to the ESC for issues that extend beyond the boundaries of the MS process.

(d) Conduct audits throughout the organization to determine whether personnel are using the MS process correctly.

(e) Elevate discrepancies in correct MS process usage identified during process audits to the Process Owner.

e. SPAWARINFOTECHCEN Contracting Officer's Representatives (CORs) will:
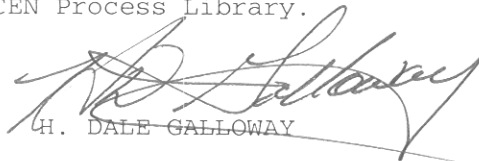
(1) Ensure all contractor leadership under their oversight receives this instruction.

(2) Ensure this instruction is referenced in all applicable Task Orders.

f. Government managers and supervisors will ensure all personnel under their oversight receive and comply with the requirements of this instruction.

6. <u>Points of Contact</u>. Address questions about this instruction to any government member of the Process Management team (ITC112). The team's members are identified in the SPAWARINFOTECHCEN Process Library documentation.

7. <u>Form</u>. The Request for Process Change, SPAWARINFOTECHCEN 5220/1 (9-02), is maintained in the SPAWARINFOTECHCEN Process Library.

H. DALE GALLOWAY

Distribution: (SPAWARINFOTECHCENINST 5218.1A)
Lists A, B, C, D, E, and F